



Royal Mail Tracked Reporting

How to create Quality of Service Reports

RM Tracked Reporting – How to create Quality of Service Reports

As a Royal Mail Tracked customer, you have access to a Tracked Reporting tool via your OBA account, which provides you with a range of enhanced reports.

It allows you to view detailed management reports, as well as your Royal Mail Tracked parcel activity.

Logging in via OBA

You can view your reports via your OBA account which is accessed on www.royalmail.com.

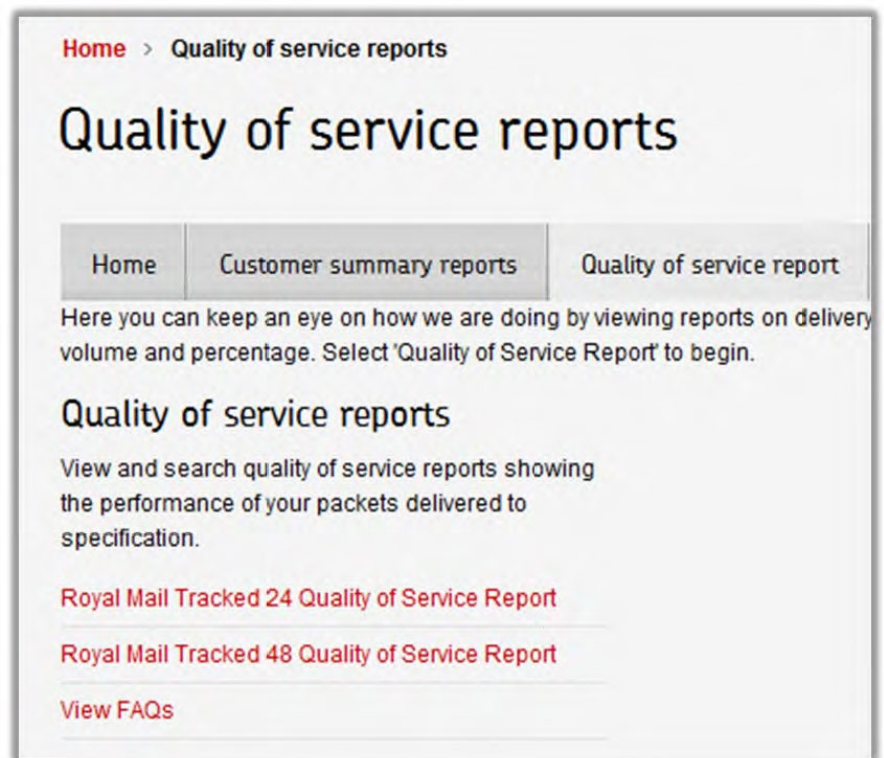
- Scroll down & click on 'Royal Mail Tracked and Tracked Returns Reporting Tool'.
- Log in with your username & password.

To access your Quality of service reports press the Quality of service reports menu option, then press the 'Royal Mail Tracked 24 Quality of Service Report' link or the 'Royal Mail Tracked 48 Quality of Service Report' at the bottom of the page.

These reports allow you to take a look at your quality of service for each Tracked product you are using.

Simply select a data range for your report and then press the View Report button. The date range includes anything posted during that period.

If you look at the report too soon, some items may not be due for delivery just yet. For Royal Mail Tracked 24 – we would suggest waiting 3 days after sending and For Royal Mail Tracked 48 – we would suggest waiting 4 working days.



Excel download

What does this mean?

- Total is all the parcels posted between the dates.
- If you look at it too soon the parcels may not be due for delivery just yet.
- We can only measure quality for items that are pre-advised, so the numbers won't add up to the total if this isn't the case.
- Our quality of service is a true reflection of the recipient's experience, we do not exclude any data from the report, due to incidents out of our control e.g. motorway closure, bad weather.

The second sheet on the excel download gives you the breakdown of all items that didn't meet quality of service.



Royal Mail

CUSTOMER QUALITY OF SERVICE BY ACCEPTANCE DATE

ROYAL MAIL TRACKED 24 PRODUCT

Start Date:

02 September 2015

End Date:

18 September 2015

% Quality of Service target by Day B:

95

This report contains items which were accepted into the Royal Mail pipeline between the selected start and end dates.

Item Barcode	CUSTOMER	DESTINATION POSTCODE	DUE DAY TO BE DELIVERED	PREADVICE DATE	DESPATCH DATE Day A	DAY ACHIEVED DELIVERY	RECEIVING DEPOT SCAN Outward DC	TRUNKING DEPOT SCAN Inward DC	FORWARDING DEPOT SCAN Inward MC	READY FOR DELIVERY SCAN	DOORSTEP SCAN
FR785978457GB	DEMO - 12345678910	B11 2DY	B	01/09/2015	02/09/2015	C	02/09/2015 17:24		03/09/2015 04:58	04/09/2015 07:18	04/09/2015 11:18
FR785887787GB	DEMO - 12345678910	B13 0RZ	B	01/09/2015	02/09/2015	C	02/09/2015 16:12		03/09/2015 05:03	04/09/2015 06:09	04/09/2015 09:09
FR786018875GB	DEMO - 12345678910	B37 5RA	B	05/09/2015	07/09/2015	D	07/09/2015 19:07		08/09/2015 01:21	08/09/2015 07:50	10/09/2015 07:32
FR786012353GB	DEMO - 12345678910	B16 BUS	B	10/09/2015	11/09/2015	Open	11/09/2015 19:09		12/09/2015 00:49	12/09/2015 05:36	
FR786397635GB	DEMO - 12345678910	B95 5QL	B	08/09/2015	08/09/2015	Open	08/09/2015 18:16		09/09/2015 02:56	09/09/2015 06:59	

Typical events are:

- Pre-Advice – Parcel information that you have submitted to Royal Mail
- Outward MC or DC – The first parcel processing site, where we sort your parcels
- Inward MC or DC – A processing site which serves the delivery region for this parcel
- Ready for Delivery – Item arrived at the local Delivery Office, parcel is sorted to the delivery route
- Doorstep – Delivery scan

Day Achieved Delivery

- Day A is the day received into our network so Royal Mail Tracked 24 is due on day B and Royal Mail Tracked 48 is due on day C for High Volume and day D for low volume.
- Open items are those which haven't received a doorstep i.e. attempted delivery scan, so whilst we don't consider these as a quality of service pass, the vast majority will have had a delivery attempt.